

**Department of Veterans Affairs
Denver Distribution Center**

REMOTE ORDER/ENTRY SYSTEM

Security Guide

SENSITIVE INFORMATION

Department of Veterans Affairs
Decentralized Hospital Computer Program

REMOTE ORDER/ENTRY SYSTEM
SECURITY GUIDE
SENSITIVE INFORMATION

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Denver Distribution Center
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Preface

This **Package Security Guide** has been developed to assist the Information Resources Management Service (IRMS) staff or ADP Security Officer (ADPSO) at local VA Medical Centers with the maintenance of system security for the Remote Order/Entry System (**ROES**). The manual is intended for technical personnel who have a background in the Decentralized Hospital Computer Program (DHCP) and VA FileMan.

The four major areas of the ROES that are addressed in this manual are Functional Description, Menus, National Package Security, and Mail Groups.

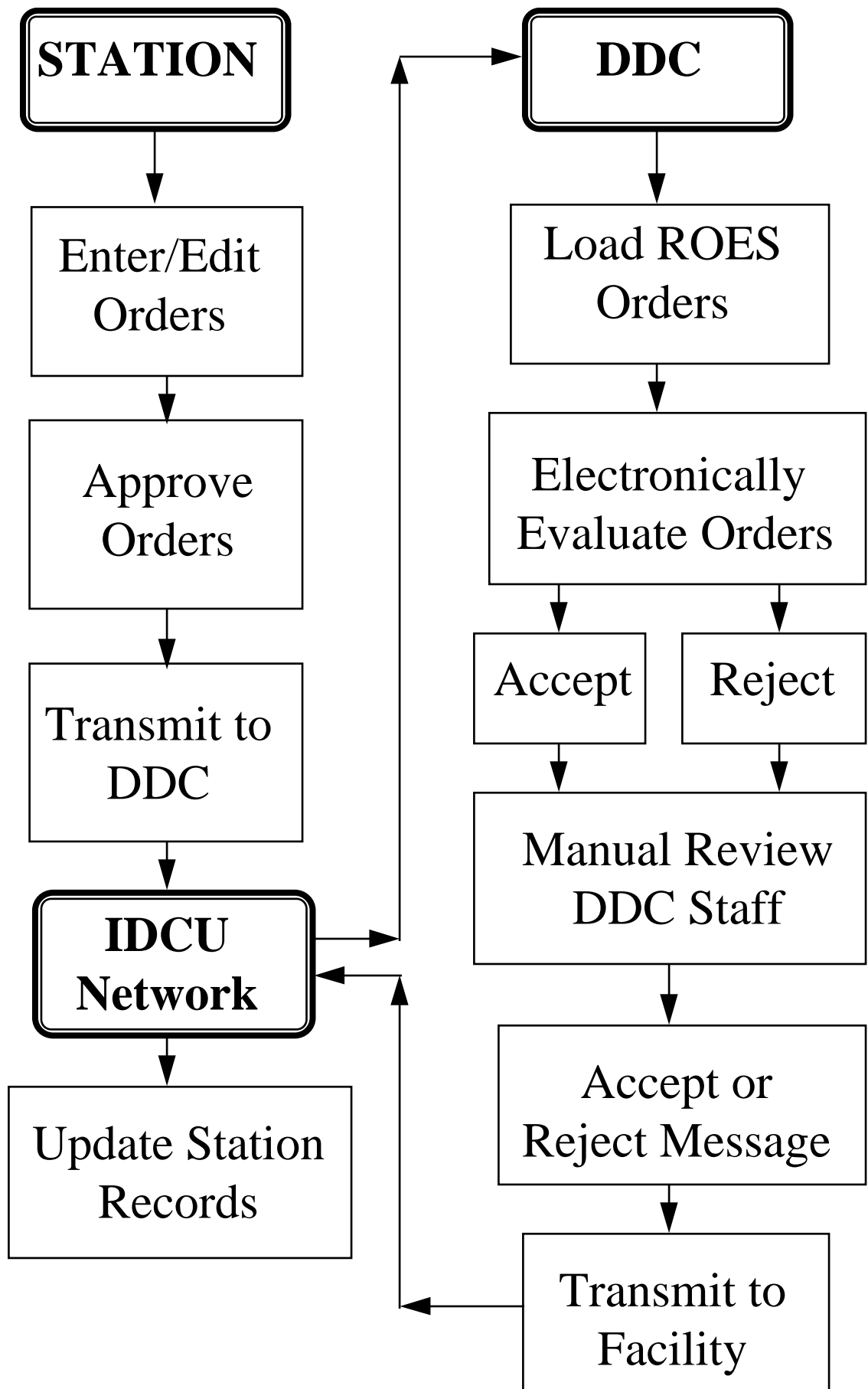
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Functional Description

The **Remote Order/Entry System** allows a VA medical facility to enter orders and requests at the station level, transmit their orders to the DDC and receive notification locally of actions taken by the DDC.

The diagram on the next page shows the basic functional flow of **ROES**. A brief explanation of each step is given on the following pages.



ROES Functionality

ROES orders will be entered through software that has been installed on the DHCP computer system at a local VA facility.

There are two basic types of orders, **Patient Orders** which are orders for products or services for a specific patient and **Station Orders** which are orders affecting line items stocked by a remote facility.

Patient Orders may only be entered for patients who are eligible for the specific order type chosen. The eligibility of the veteran is determined from information that has been entered into the local DHCP patient database when possible. Orders may be placed only for patients who are eligible for the commodities or services being ordered. PSAS may enter a patient's eligibility if it cannot be determined electronically. ASPS may request an eligibility determination from PSAS for veterans whose eligibility cannot be determined from the database.

In the case of a veteran with multiple eligibilities in the database, **ROES** electronically selects the criteria with the highest priority based on M-1, Part 1, Chapter 17, Change 8, 1-20-88. The following eligibility determinations (listed in priority order as determined above) can be made from the patient information in the database.

Service Connected for Condition (0% - 100%)

Service Connected 50 - 100%

Prisoner of War

Mexican Border War Veteran

World War I Veteran

Receiving Aid & Attendance

Receiving Housebound Benefits

Allied Veterans of Canada or Great Britain

NOTE: Other eligibilities that cannot be electronically determined at this time include NHCU and Domiciliary Care, Adjunct care, Post-Hospital Care, Vocational Rehab under the authority of 38 U.S.C. ch. 15 or ch. 13 and certain military retirees who have been properly approved by the appropriate officials.

When entering Patient Orders a user will see a display screen of the basic patient demographic data for a patient and a list of the eligibility determinations that have been extracted from the DHCP database.

Station Orders are orders affecting commodities stocked by a local facility. As with Patient Orders, each individual order type will have specific data fields that must be entered.

When an order is created, it initially has a status of INCOMPLETE . When a user has finished entering the specific data required for the order type, it will be electronically evaluated to determine that the required information was entered. When the software evaluation can determine that the required information has been entered, the order will receive a status of PENDING.

Orders with a status of INCOMPLETE or PENDING may be edited or deleted by any user who has access to the appropriate options.

NOTE: The Remote Inquiry System (RIS) should be used to determine what the DDC currently has recorded in its database for a patient or facility. Serial numbers and other data entered for ROES orders that must be matched with the existing DDC database MUST BE EXACT or the orders will be rejected. If additional information is needed about the RIS, contact the IRMD at the DDC, (303) 231-5010.

Approve Orders

Before orders can be transmitted to the DDC for processing, they must be approved. The approval capabilities of a user are determined by system parameters and controlled by the ADP Application Coordinator (ADPAC) for each service. Users with approval privileges may approve orders as they are completed. There is also an option available to review a list of orders in the PENDING status and either approve the orders for transmission or disapprove them. As orders are approved, they are placed in a transmission batch.

The approval/disapproval process updates the status of each order to APPROVED or DISAPPROVED, depending on the action taken. When an order is updated to the APPROVED status, it may no longer be edited. If the status is updated to DISAPPROVED, it may be edited or deleted.

Transmit to the DDC

The open transmission batch must be closed before the orders in the batch will be sent to the DDC. Version 2.0 provides an automated method for closing the batch. The method is controlled by a parameter. The act of closing the batch queues it for transmission at a time predetermined by system parameters. The status of each order in the batch is updated to QUEUED FOR TRANSMISSION. When an order is transmitted, it receives a TRANSMITTED status. Orders in either of these statuses cannot be edited.

The electronic transmission of the batch is accomplished by the use of the VA MailMan system and the IDCU network.

Load ROES Orders

The DDC has a DHCP computer system that receives the batches and temporarily stores them until they are processed. Processing begins at approximately 6:00 am Mountain Time each working day.

Electronically Evaluate Orders and Accept or Reject

An electronic evaluation is completed for each order, resulting in an acceptance status or an error status. Most orders in either status must undergo manual review before processing can be completed.

Manual Review by DDC Staff & Accept or Reject

Most orders are reviewed by a DDC staff member. Orders that are acceptable will be merged with the DDC database and will continue through the DDC's current processing procedures. Orders that are determined to be in error will be rejected to the station with an explanation of the error.

Transmit to Station

Each night the DDC sends updates to local facilities for orders processed during that working day.

Update Station Records

DDC update messages are automatically loaded as they are received at each remote facility. This process updates the status of each line item and records a message under the order explaining the reason(s) for the update. These updates can be reviewed through the display screens provided in **ROES**. Orders will be updated with a status of ADJUSTMENT REJECTED, BACKORDERED, CANCELED, COMPLETE, ERROR, or ISSUE DATE PENDING.

Orders with the status of ERROR can be edited and re-transmitted to the DDC. Custom Hearing Aid orders that are updated to the ISSUE DATE PENDING status may be adjusted if a change is made in the order before the hearing aid is

manufactured or issue date and serial number information or certification may be entered to complete the order information. Most orders with the status COMPLETE, CANCELED or ADJUSTMENT REJECTED cannot be edited. However, adjustments can be made to Custom Hearing Aid orders for 60 days after the aids are issued.

Menus

Menu Descriptions

ROES has one basic menu each, for ASPS and PSAS, to be assigned to all users within the service. Access to supervisory and ADPAC functions is controlled by security keys.

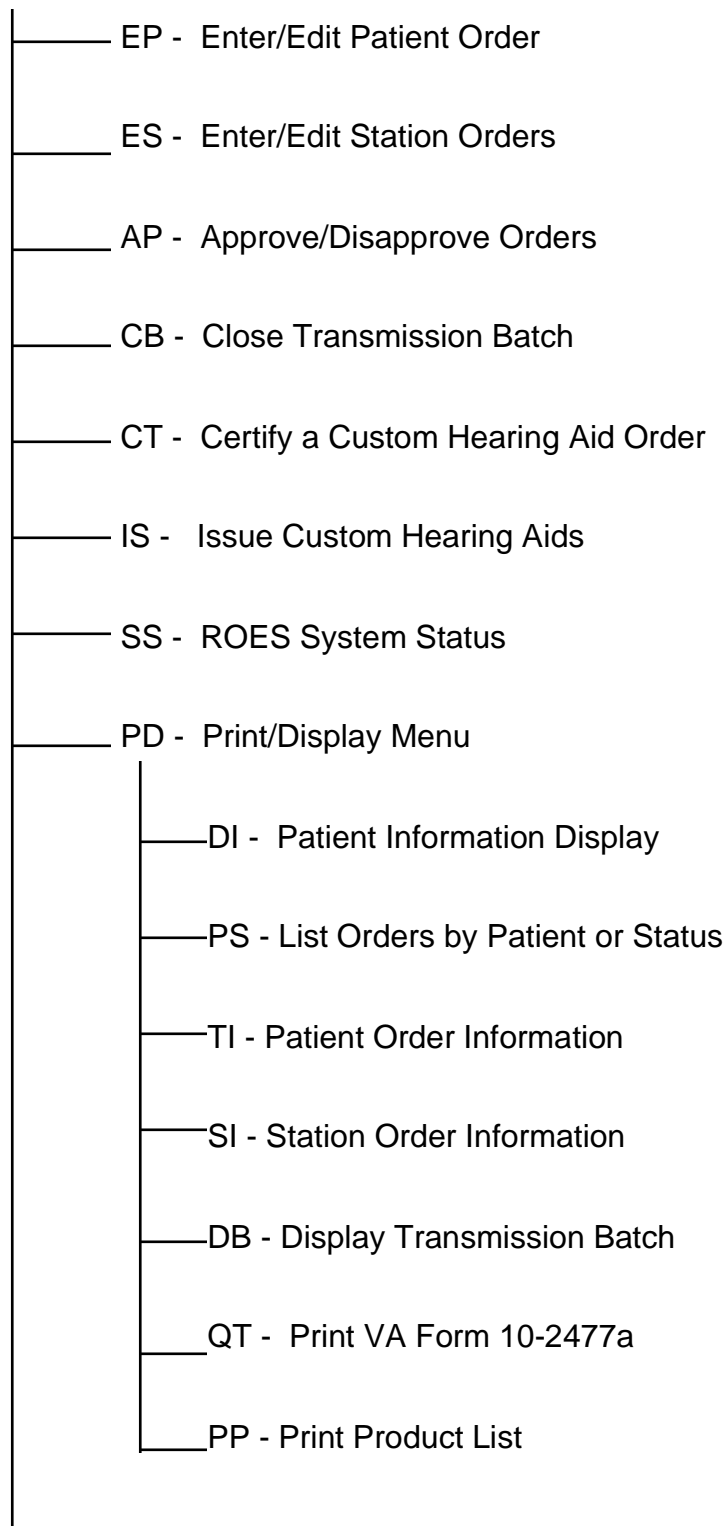
The **ROES** menus are titled **Remote Order/Entry System ASPS (RMPF O/E STATION ASPS)** and **Remote Order/Entry System PSAS (RMPF O/E STATION PSAS)**. These menus contain options used to display and enter or edit data in the local station database. The menus also contain one option for supervisory approval that is controlled by a security key and/or a system parameter.

The menus titled **RMPF ASPS STATION SUPER** and **RMPF PSAS STATION SUPER** are available for users who hold the **RMPF SUPERVISOR** Security Key. The **Supervisor's Menu** contains options that should only be assigned to supervisory personnel. These individuals may be determined and assigned supervisory access by IRM Service.

Several options on the **Supervisor's Menu** are controlled by a second security key that is assigned only to ADPACs. These options allow ADPACs to edit **ROES** user information, **ROES** files, parameters and to purge data from the local database.

Menu Diagrams

ASPS Remote Order/Entry System Menu Diagram



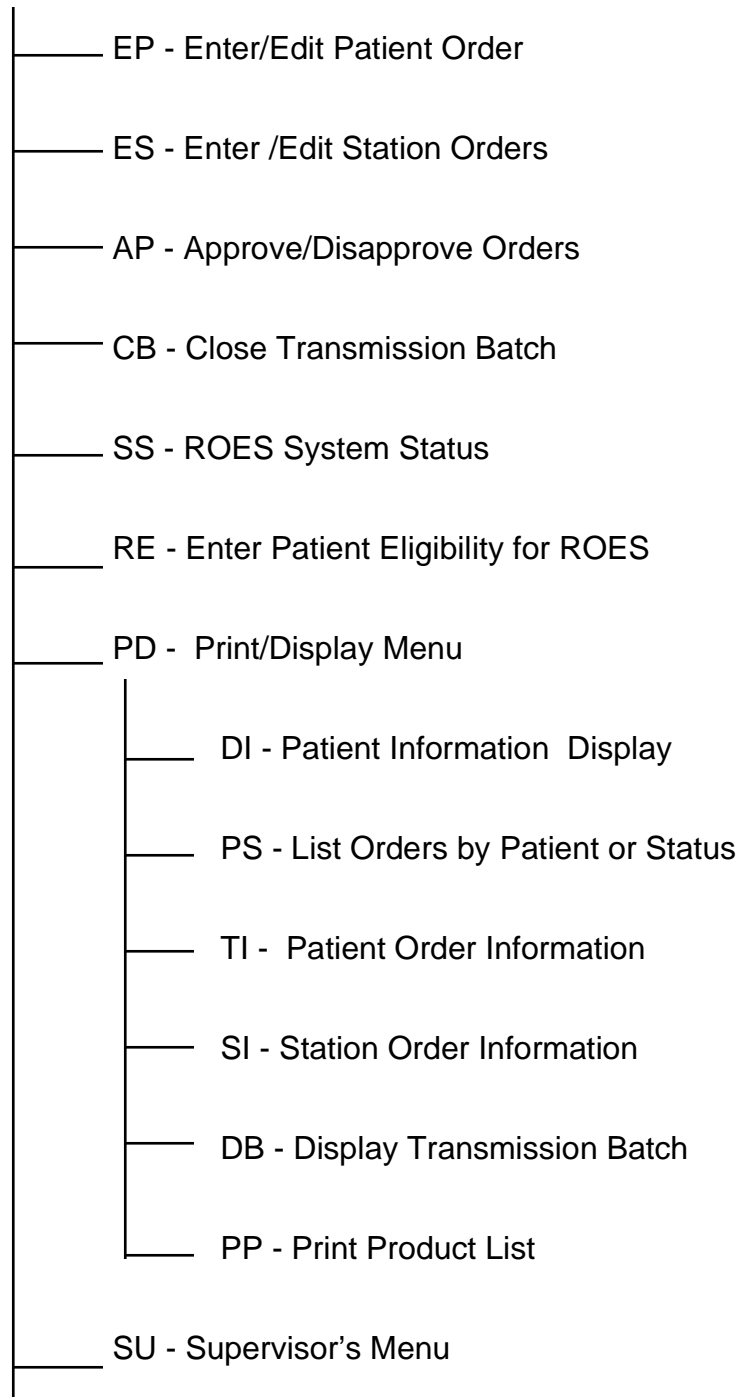
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SU - Supervisor's Menu

Locked: RMPF SUPERVISOR

- RT - Remove Order from a Batch
- QB - Queue a Batch for Transmission
- CH - Change Order of Batch Status
 Locked: RMPF SYSTEM MANAGER
- IN - Inactivate a Line Item
 Locked: RMPF SYSTEM MANAGER
- PT - Purge Orders
 Locked: RMPF SYSTEM MANAGER
- OP - Remote Order/Entry Parameters for ASPS
 Locked: RMPF SYSTEM MANAGER
- AS - Audiologist Approval Privileges
 Locked: RMPF SYSTEM MANAGER
- EE - Product, Component & Battery enter/edit
 Locked: RMPF SYSTEM MANAGER

PSAS Remote Order/Entry System Menu Diagram



cont.

SU - Supervisor's Menu cont.

****Locked: RMPF SUPERVISOR****

RT - Remove Order from a
Batch

QB - Queue a Batch for
Transmission

CH - Change Order or Batch Status
****Locked: RMPF SYSTEM MANAGER****

IN - Inactivate a Line Item
****Locked: RMPF SYSTEM MANAGER****

PT - Purge Orders
****Locked: RMPF SYSTEM MANAGER****

OP- Remote Order/Entry Parameters for PSAS
****Locked: RMPF SYSTEM MANAGER****

EE - Enter/Edit Product File
****Locked: RMPF SYSTEM MANAGER****

Options

NAME	MENU TEXT	TYPE	LOCK	DESCRIPTION
RMPF ASPS STATION SUPER MENU	Supervisor's Menu	Menu	RMPF SUPERVISOR	This menu contains supervisory functions and Remote Order/Entry System utilities for Audiology and Speech Pathology Service.
RMPF O/E STATION ASPS	Remote Order/Entry System ASPS Menu	Menu		This menu contains all Remote Order/Entry options available to Audiology and Speech Pathology Service staff. Access to some options on the menu is controlled by security keys.
RMPF O/E STATION PSAS	Remote Order/Entry System PSAS Menu	Menu		This menu contains all Remote Order/Entry options available to Prosthetics and Sensory Aids Service staff. Access to some options on the menu is controlled by security keys.
RMPF PRINT/DISPLAY ASPS MENU	Print/Display Menu	Menu		This menu contains display and print options for the ROES package.
RMPF PRINT/DISPLAY PSAS MENU	Print/Display Menu	Menu		This menu contains display and print options for the ROES package.
RMPF PSAS STATION SUPER MENU	Supervisor's Menu	Menu	RMPF SUPERVISOR	This menu contains supervisory functions and Remote Order/Entry System utilities for Prosthetics and Sensory Aids Service.

NAME	MENU TEXT	TYPE	LOCK	DESCRIPTION
RMPF-FILE-UPDATE	Process ROES File Updates	Server		This server processes the Updates of ROES files, duplicating file modifications made at the DDC.
RMPFDB	Display Transmission Batch	Run		This option will allow a user to display a line listing of all orders that are in a chosen transmission batch.
RMPFDD	Patient Information Display	Run		This option allows the user to display demographic and eligibility data for a patient. Information about the patient is extracted from the DHCP patient file.
RMPFDE	Enter Patient Eligibility for ROES	Run		This option allows PSAS users to enter an eligibility for a patient whose eligibility cannot be determined from the DHCP database.
RMPFDM	ROES System Status	Run		This option displays the number of orders in each status except the status COMPLETE. The oldest date is displayed for each status. The number of DDC update messages waiting to be loaded is also shown.
RMPFDS	List Orders by Patient or Status	Run		This option allows the user to list orders for a patient or to list station orders by status.

NAME	MENU TEXT	TYPE	LOCK	DESCRIPTION
RMPFDT	Patient Order Information	Run		This option lets the user select a patient and a specific order for that patient and then display all of the information that is specific to that order.
RMPFDX	Station Order Information	Run		This options allows the user to choose a station order and display all of the information about that order.
RMPFEA	Approve/Disapprove Orders	Run	RMPF SUPERVISOR (Not on option but required for some functions)	This option allows users with approval authority to approve and/or disapprove orders that are in the PENDING status.
RMPFEB	Close Transmission Batch	Run		This option allows a user to close a transmission batch and queue the batch for transmission to the DDC.
RMPFEC	Change Order or Batch Status	Run	RMPF SYSTEM MANAGER	This routine allows the System Manager to change the status of an order or transmission batch.
RMPFEI	Issue Custom Hearing Aids	Run		This option is used to issue Custom Hearing Aids.
RMPFEM	Inactivate a Line Item	Run	RMPF SYSTEM MANAGER	This option may be used by a supervisor to inactivate a line item and make it unavailable for ordering.

NAME	MENU TEXT	TYPE	LOCK	DESCRIPTION
RMPFEP	Product, Component & Battery Enter/Edit	Run	RMPF SYSTEM MANAGER	This option allows users to enter or edit products, components and batteries
RMPFEP2	Enter/Edit Product File	Run	RMPF SYSTEM MANAGER	This option allows PSAS to enter and edit products in the Remote Inventory Product File
RMPFER	Remove Order from a Batch	Run		This option allows a user to remove an order from a transmission batch.
RMPFES	Enter/Edit Station Orders	Run		This option is used to enter or edit station orders.
RMPFET	Enter/Edit Patient Orders	Run		This option is the Enter/Edit module for all patient orders. A patient is selected and a new order may be entered or an existing order may be edited unless it has already been approved.
RMPFET84	Certify a Custom Hearing Aid Order	Run		This routine allows users to certify Custom Hearing Aid Orders that are in the status ISSUE DATE PENDING.
RMPFEU	Audiologist Approval Privileges	Run	RMPF SYSTEM MANAGER	This option is used by the System Manager to assign Audiologist approval privileges.
RMPFEV	Remote Order/Entry Parameters for ASPS	Run	RMPF SYSTEM MANAGER	This option is used to enter and edit the Remote Order/Entry System Parameters for ASPS.

NAME	MENU TEXT	TYPE	LOCK	DESCRIPTION
RMPFEV1	Remote Order/ Entry Parameters for PSAS	Run	RMPF SYSTEM MANAGER	This option is user to enter and edit the Remote Order/Entry System Parameters for ASPS.
RMPFLOADMESSAGE (ASPS)	Load DDC messages	Server		This is a server option that will read the Remote Order/Entry System order updates as they are transmitted by the DDC.
RMPFLOADMESSAGE (PSAS)	Load DDC messages	Server		This is a server option that will read the Remote Order/Entry System order updates as they are transmitted by the DDC.
RMPFQI	Print Product List	Run		This option allows a user to print line items that may be ordered from the DDC.
RMPFQP	Print VA Form 10- 2477a	Run		This option allows the user to print a VA Form 10-2477a for hearing aid orders.
RMPFQS	Purge Orders	Run	RMPF SYSTEM MANAGER	This option should be run by a supervisor to purge orders from the local station database. It should be used on a regular basis to keep station files clean.

NAME	MENU TEXT	TYPE	LOCK	DESCRIPTION
RMPFQT	Queue a Batch for Transmission	Run		This option allows a user to choose a transmission batch that has a status of CLOSED and queue it for transmission to the DDC.

National Package Security

Security Keys

Two security keys are distributed with the **ROES** system. The keys are used to designate supervisory and ADPAC functions. Both keys (**RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER**) must be assigned by IRM Service to ADPACs in both ASPS and PSAS. These keys will give ADPACs access to all ROES options contained in the menus assigned to their service.

The **RMPF SUPERVISOR** Security Key should be assigned to other supervisory personnel in each service (including all ADPACs) so that they can perform certain critical functions that may require additional knowledge about the ROES software.

Users must hold the **RMPF SUPERVISOR** Security Key to access the Supervisor's Menu. This key allows a user to access the following options on that menu:

Approve/Disapprove Orders (Option is not assigned a key but option is not functional unless the user holds this key or has Audiologist approval privileges.)

Remove Order from a Batch

Queue a Batch for Transmission

The **RMPF SYSTEM MANAGER** Security Key will allow a holder of the **RMPF SUPERVISOR** Security Key to access all regular user options, the above mentioned supervisor options and the following options:

ASPS OPTIONS

Change Order or Batch Status

Inactivate a Line Item

Purge Orders

Remote Order/Entry Parameters

Audiologist Approval Privileges

Product, Component & Battery Enter/Edit

PSAS OPTIONS

Change Order or Batch Status

Inactivate a Line Item

Purge Orders

Remote Order/Entry Parameters

Enter/Edit Product File

File Security

The following file security protection is distributed with the **ROES** files:

File_____	DD Access	Read Access	Write Access	Delete Access	LAYGO Access	AUDIT Access
STATION ORDER ^RMPF(791810,	@					@
ORDER TYPE ^RMPF(791810.1,	@		@	@	@	@
ORDER STATUS ^RMPF((791810.2,	@		@	@	@	@
DISABILITY ^RMPF(791810.3,	@		@	@	@	@
ROES ELIGIBILITY ^RMPF(791810.4,	@	@	@	@	@	@
ROES MENUS ^RMPF(791810.5,	@	@	@	@	@	@
ORDER DELAY REASONS ^RMPF(791810.6,	@	@	@	@	@	@
REMOTE INVENTORY PRODUCT ^RMPF(791811,	@		@	@	@	@
REMOTE PRODUCT GROUP ^RMPF(791811.1,	@		@	@	@	@
HEARING AID COMPONENTS ^RMPF(791811.2,	@		@	@	@	@
BATTERY ^RMPF(791811.3,	@		@	@	@	@
REMOTE PROSTHETIC ITEM BRANDS ^RMPF(791811.4	@	@	@	@	@	@
TRANSMISSION BATCH ^RMPF(791812,	@					@
REMOTE ORDER/ENTRY PARAMETER ^RMPF(791813,	@					@

Network Security

ROES uses the **VA MailMan** functions for transmitting orders from local facilities and for transmitting updates from the DDC. **ROES** routines use documented program calls to **VA MailMan** routines. Transmission security is controlled by these routines.

Messages are received at the DDC and at local facilities by server options. Servers have associated bulletins and mail groups to record the receipt of server requests and to log any errors that occur while the servers are processing.

Only files distributed by **ROES** are altered by the server option at the local facility. No standard DHCP files are edited by **ROES** order processing or by **ROES** updates.

Data transmitted to the DDC is stored in standard DHCP files and **VA FileMan** compatible files established according to DHCP standards. DDC computer system security is controlled by the DHCP **Kernel** programs. All user access to data at the DDC is strictly controlled according to established VA and DHCP standards.

File Field Editing

LAYGO and delete access are allowed in files 791810 (STATION ORDER), 791812 (TRANSMISSION BATCH) and 791813 (REMOTE ORDER/ENTRY PARAMETER). Order and batch editing and deleting are dependent on the status of the order or batch. Parameters may be edited at any time.

ROES gives ADPACs the ability to purge orders that have been completed. This is accomplished through the Supervisor's Menu, which is locked with the RMPF SUPERVISOR key, and the PURGE ORDERS option, which is locked with the RMPF SYSTEM MANAGER key.

The purging of orders allows a station to keep their **ROES** database to a minimum. The DDC database is the permanent record for all orders.

Audiologist Approval Privileges

This option gives the ADPAC the ability to assign Audiologist privileges to individual users. The ADPAC must hold the **RMPF SUPERVISOR** and **RMPF SYSTEM MANAGER** security keys to access this option.

This option will only allow the ADPAC to designate individuals as Audiologists if the site has elected to allow Audiologists to approve and disapprove orders (Parameter: **APPROVAL PROCESS**). Individuals designated as Audiologists may access the Approve/Disapprove Orders option on the main menu, but may not perform supervisory functions.

Terminal interaction is shown below:

Select User: **USER,TEST**

Add Audiologist approval privileges for TEST,USER? NO// **YES**

*** AUDIOLOGIST APPROVAL PRIVILEGES ADDED ***

Select User: **USER,TEST 2**

USER,TEST 2 already has Audiologist approval privileges.

Do you wish to delete the privileges? NO// **YES**

***** AUDIOLOGIST APPROVAL PRIVILEGES DELETED *****

Mail Groups

The DDC notifies local stations of updates to orders by sending a **MailMan** message that is used to update the local database.

The message is addressed to the server options **RMPFLOADMESSAGE (ASPS)** or **RMPFLOADMESSAGE (PSAS)** which are distributed with the system. The server processes the mail message and adds the status updates and DDC messages to the STATION ORDER FILE. The bulletin **RMPFMESSAGE (ASPS)** is sent to the mail group **RMPF ROES UPDATES(ASPS)** or the bulletin **RMPFMESSAGE (PSAS)** is sent to the mail group **RMPF ROES UPDATES(PSAS)**. These mail groups are created when **ROES** is initialized. The message lists the names of the veterans whose files were updated by the message. The **RMPF ROES UPDATES** mail groups will also receive notification of any errors encountered by transmissions to the DDC.

ASPS and PSAS are responsible for providing names of users to receive these messages. IRMS will be responsible for adding the designated users to the **RMPF ROES UPDATES(ASPS)** and **RMPF ROES UPDATES(PSAS)** mail groups.

In **ROES** Version 2.0 a new option (a server), a new bulletin, and a new mail group are created, each being named **RMPF-FILE-UPDATE**. The server is triggered when a site receives a file update from the DDC via MailMan. Product information in the following files may be updated to reflect contract changes in merchandise handled by the DDC: **ROES ELIGIBILITY FILE (791810.4)**, **REMOTE INVENTORY PRODUCT FILE (791811)**, **REMOTE PRODUCT GROUP FILE (791811.1)**, **HEARING AID COMPONENT FILE (791811.2)**, and **BATTERY FILE (791811.3)**. The server sends a bulletin to the mail group. The only necessary action on the part of the station is to add the appropriate users into the mail group (whoever should be notified when file updates occur).